

**Adams, Hope**

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**From:** Melissa Gause <corporate@lakewoodcampground.com>  
**Sent:** Thursday, May 21, 2020 10:48 AM  
**To:** PSC\_Contact  
**Subject:** [External] Actions in response to COVID-19

The effects of COVID-19 on the operations of Lakewood's Utilities Department

- 1-The office was closed 14days beginning 23MAR2020 -  
this caused the payment, answering consumers questions, and billing processes to be delayed.
  - 2-After the 14 days, staffing was called in one or two days a week through 01may2020 to process payments and process billings.
- Overall, the processing of payments, billings, and answering consumers questions was delayed but we have since caught up.

Melissa